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FITCHBURG LINE ARRIVAL TIME ADJUSTMENTS

It has been two months since the new commuter rail schedules were introduced and we wanted to provide you with an update on the performance of the system and the adjustments being made to Fitchburg Line trains that have been experiencing delays as a result of the changes.

As you may know, the new schedules that were introduced on May 23 represent the most substantial change this network has experienced in more than two decades. The total number of weekday trips across the network has risen to 511, with 21 trains added each day and mileage during peak periods increasing by 12.6%. This has resulted in a temporary downturn in on-time performance which is not unusual for a schedule change of this scope and magnitude.

Over the next few months, we'll be working with the MBTA to analyze performance data with plans to announce final schedule adjustments in the fall. In the meantime, we've identified 4 trains on the Fitchburg Line where, effective immediately, we're making slight modifications to the timetable. Arrival times for the trains have been adjusted by 5 to 10 minutes to reflect the actual performance of these trains, making it easier for our passengers to accurately plan their journey. Please note that departure times will remain unchanged.

Inbound Trains to North Station	New Arrival Time at Destination
408 (7:19 am train from Fitchburg)	8:36 am at North Station
422 (4:13 pm train from Fitchburg)	5:40 pm at North Station

Outbound Trains from North Station	New Arrival Time at Destination
417 (4:30 pm train from North Station)	5:45 pm at Fitchburg
421 (5:35 pm train from North Station)	7:02 pm at Fitchburg

In closing, we thank you for your patience and perseverance during this implementation process. You don't like it when your train is delayed and we don't either. But we're confident that once these adjustments are finalized, the result will be a more consistent performance across all lines and a railroad system that is better able to recover when incidents or issues do occur.

Thank you again for your continued support.

Keolis Commuter Services

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PASSENGERS PER DAY

The Commuter rail serves over 127,000 customers per day throughout greater Boston and Rhode Island.

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